



U. S. Army Community and Family Support Center (USACFSC)



Army Family Action Plan Program



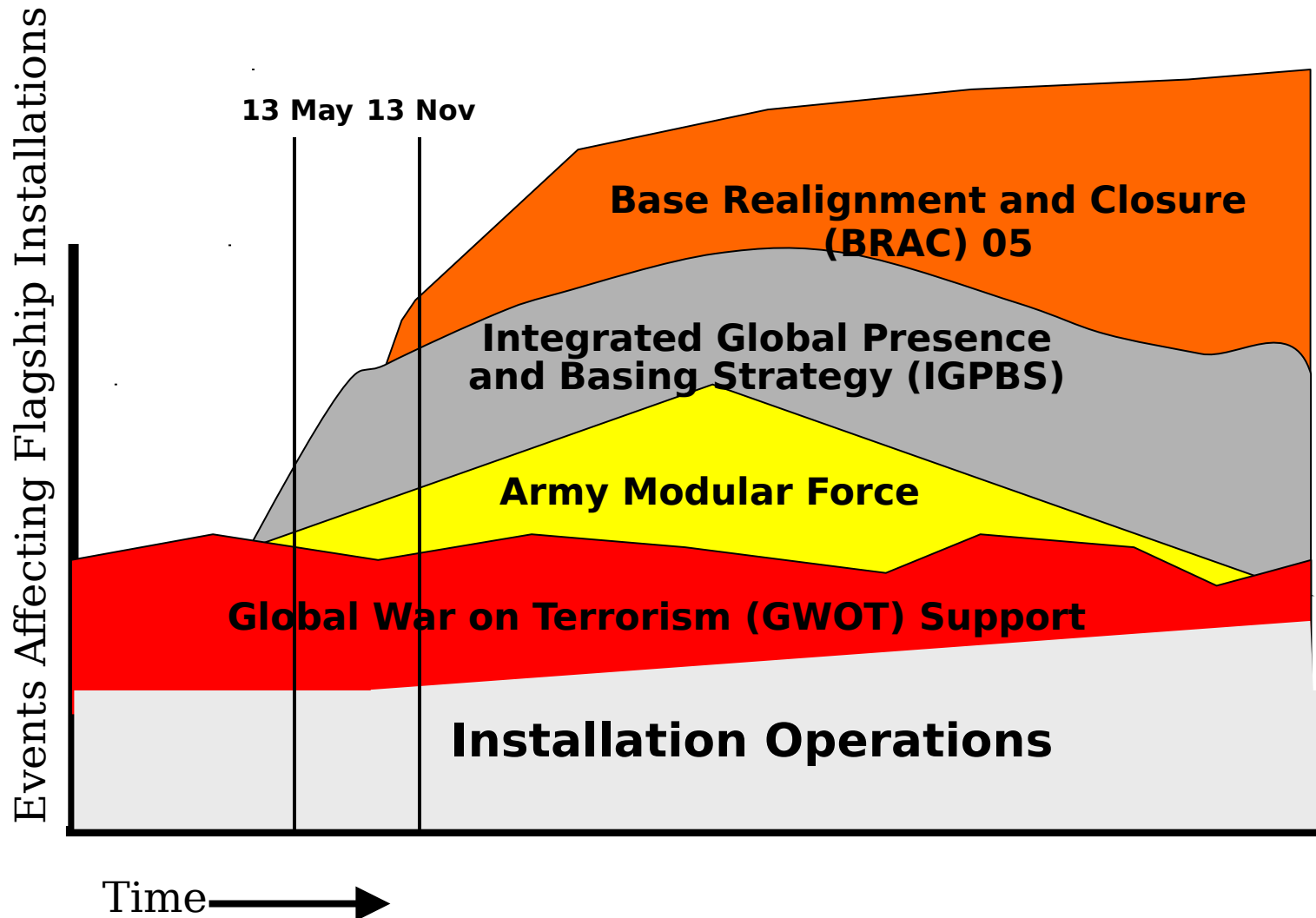
BOSS Conference
12 September 2005

ARMY COMMUNITY SERVICE
ACS
Real-Life Solutions for Successful Army Living

Briefing Agenda

- **Soldier and Family Resources**
 - Army One Source (AOS) Transitions to Military One Source (MOS)
 - MyArmyLifeToo Website
 - Operation READY
 - Virtual Family Readiness Group (vFRG)
- **Army Family Action Plan Program**
- **Issue Development**

A “Perfect Storm...”



...an Opportunity to Set Conditions for Change

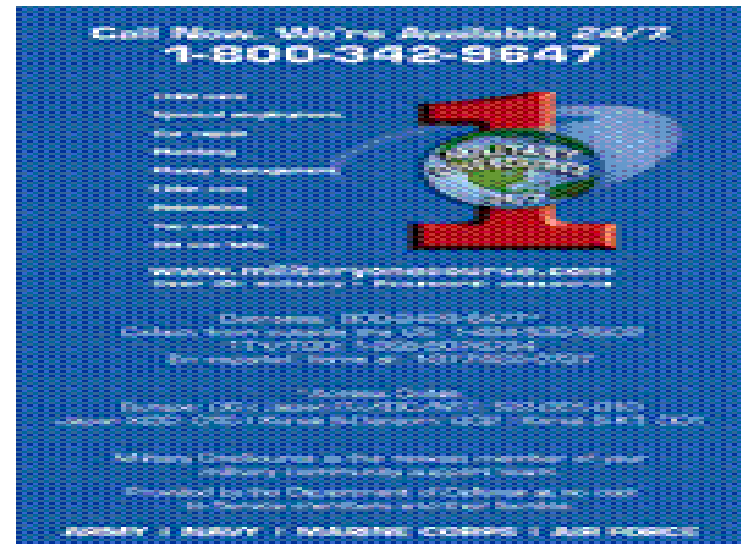
Leveraging Technology



Virtual Family Readiness Group (vFRG)



Military One Source



Leveraging Technology

➤ **Army One Source (AOS) / Military One Source (MOS)**

- Supplements existing family programs
- Provides 24-hour, seven-day a week toll-free information, referral telephone line and internet/web based service to Active Duty, National Guard , Reserve Soldiers, deployed civilians, and their families

➤ **MyArmyLifeToo.com**

- Serves as the “website of choice for Army families” – from Army customs, home and personal safety, managing deployment to understanding our unique military lifestyle.
- Highlights all available family program services in Army Community Service, the Army National Guard and Reserve Family Programs
- Designed and written in language natural to family members

➤ **Virtual Family Readiness Groups (vFRGs)**

- A web-based system that provides all the functionality of a traditional FRG in an on-line setting.. providing separated loved ones a “sense of community”
- Links the deployed Soldier, loved ones, the FRG Leader, the unit commander and the rear detachment

Army Family Action Plan



What is AFAP?

AFAP

The Army Family Action Plan



... the voice of the people to senior leadership

... solutions along with concerns

... issues come from Active Duty, National Guard and Reserve Soldiers, retirees, family members, DA civilians



... addresses the demands of Army life

... real time information -- current environment

... contributes to Soldier and family retention

... improves our standards of living

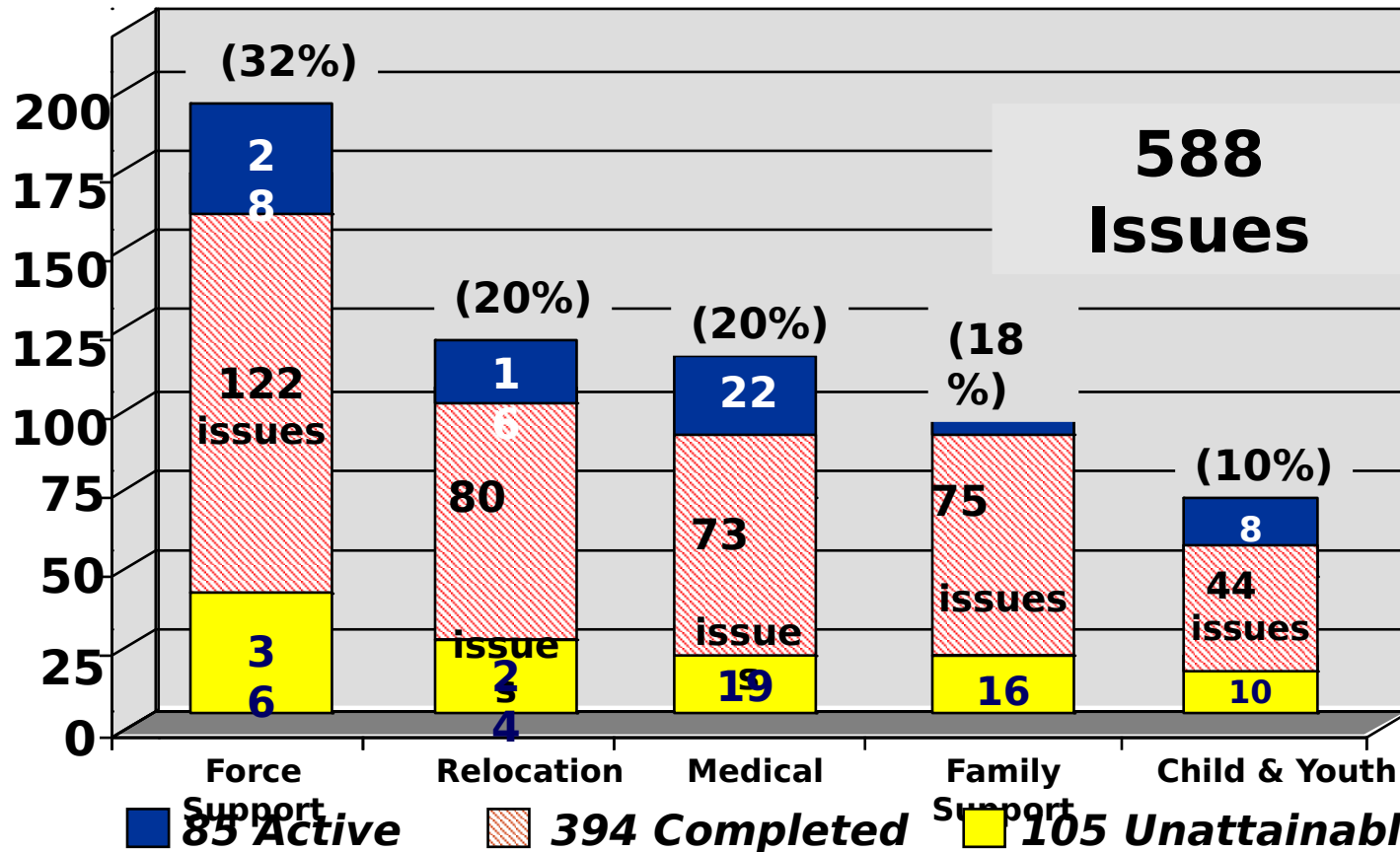
... makes the Army a better place to live and



work!

AFAP Issue Status

1983-2005

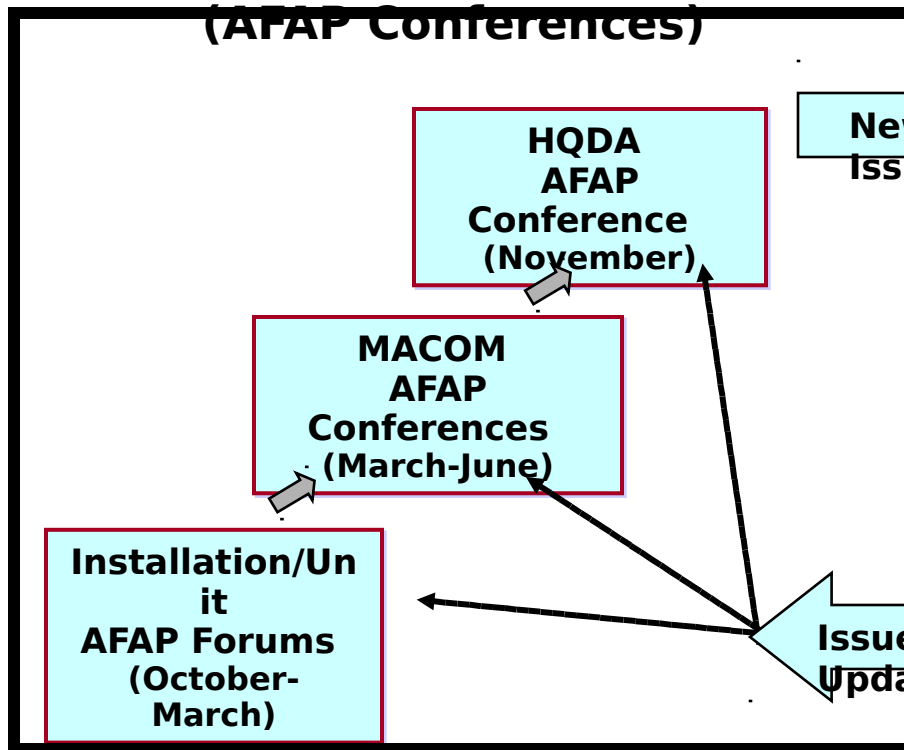


4 Issues Combined

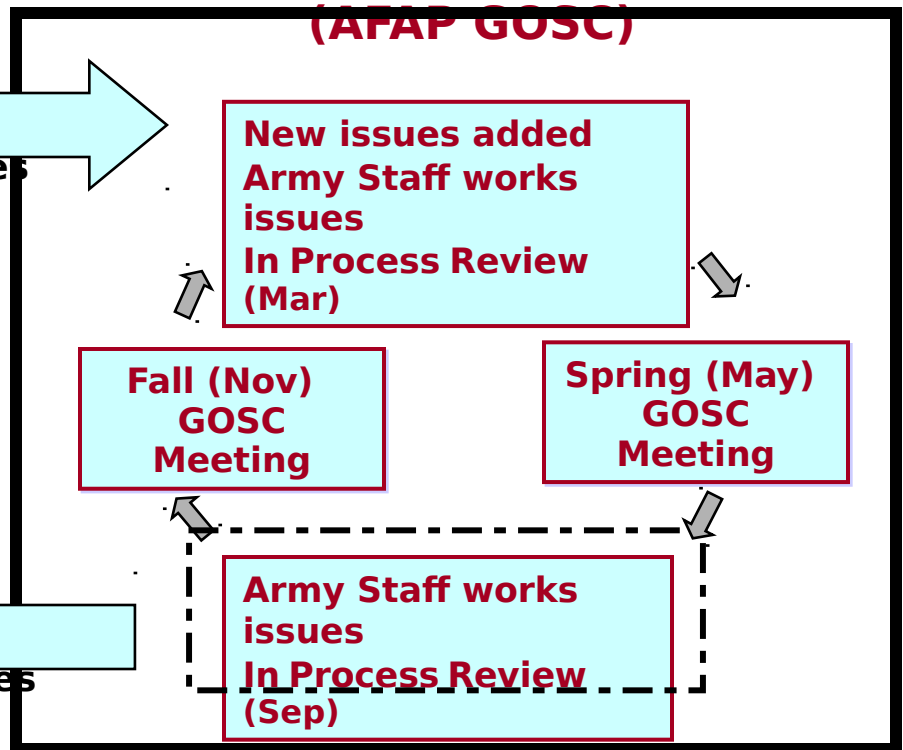
97 Legislative changes
 140 DoD or Army policy/regulatory changes
 157 Improved programs or services

Two Processes Working in Tandem

AFAP Issue Submission (AFAP Conferences)



AFAP Issue Resolution (AFAP GOSC)



“Soldier Issues” Being Worked Through AFAP

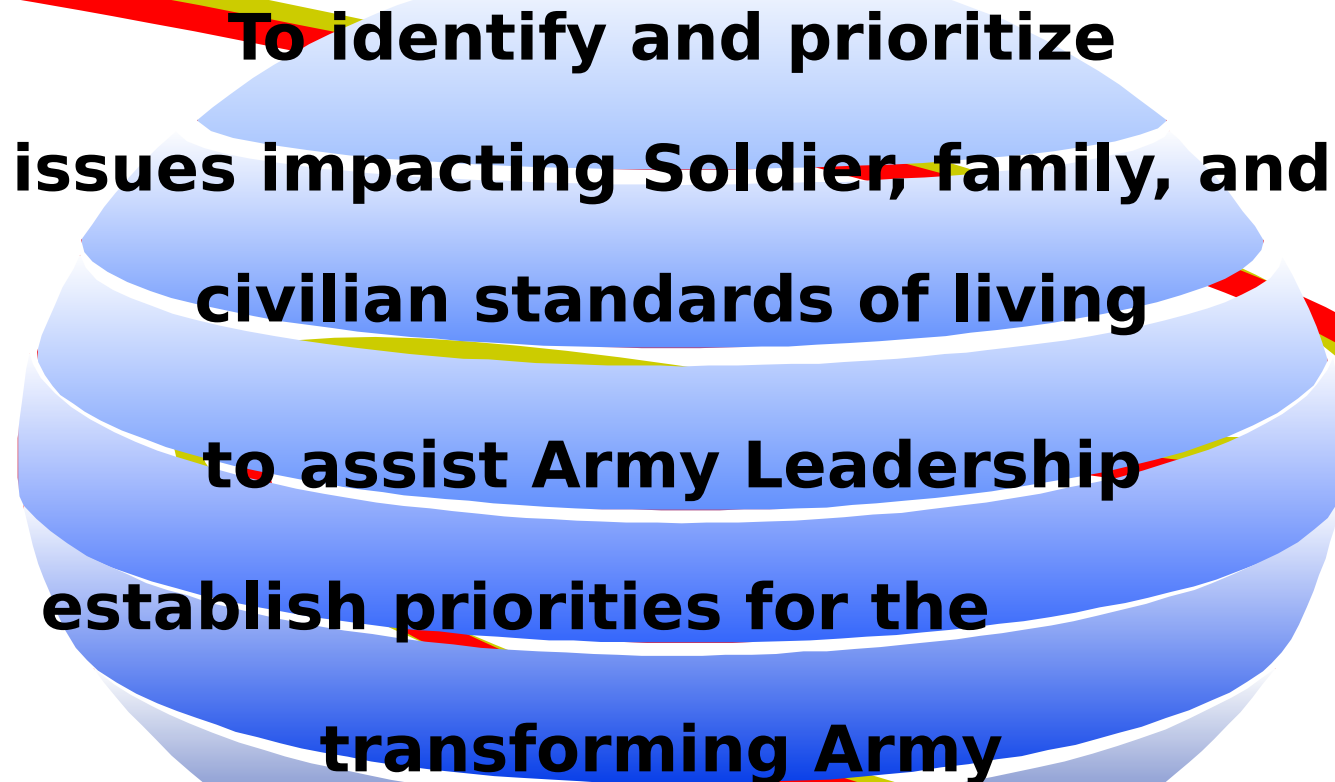
Reserve Component:

- Incentives for RC Military Technicians
- Reserve Component Dental Readiness
- HEROES Act Awareness for the Reserve Component
- Incapacitation Pay Procedures

Active Duty:

- Funding for eArmyU
- Inferior Shipment of Household Goods
- Running Shoe Allowance
- Availability of Refractive Eye Surgery
- Leave Accrual
- Non-Chargeable Leave for Deployed Soldiers
- Stabilization from Major Training Exercises after Deployment
- Completion of Deployment Cycle Support Program by Individual Returnees
- Standardized Army-wide Pregnancy Program for Soldiers
- Untimely Finance Transactions
- Montgomery GI Bill Expiration Date

Purpose of an AFAP Conference



**To identify and prioritize
issues impacting Soldier, family, and
civilian standards of living
to assist Army Leadership
establish priorities for the
transforming Army**

ARMY FAMILY ACTION PLAN



SOLDIER
FAMILY
CIVILIAN

HQDA AFAP Conference

World Wide AFAP Conference (14-18 Nov)

- Delegates will prioritize issues that will be worked by the Army Staff
- Location: National Capitol Region
- Senior leaders address delegates to provide information and perspective.

Issues

- Issues SUBMITTED by the major Army commands, ARNG, and Army Reserves
- Issues GENERATED at installations/units around the world.
- **We need your help getting Soldier and Single Soldier issues submitted to installation AFAP Conferences.**

2005 HQDA AFAP Conference

Soldiers

Active, Reserve, ARNG
Single, Married
[Sole parent, Dual Military]
Enlisted, Officer

Spouses

Active, Reserve, ARNG
Enlisted, Officer

Retired Military

Civilian Employees

Retired Military



124 Delegates
from IMA Regions/MACOMs

Subject Matter
Expertss

from ARSTAF agencies

Group Dynamics

Mob

No shared vision
No real interaction
Disorganized

Group

Common goal
Formal leadership
Rules established
Interaction



**Command
Directed**

**Group
Leadership**

Team

Shared vision &
leadership
Group identity
“Buy-In”

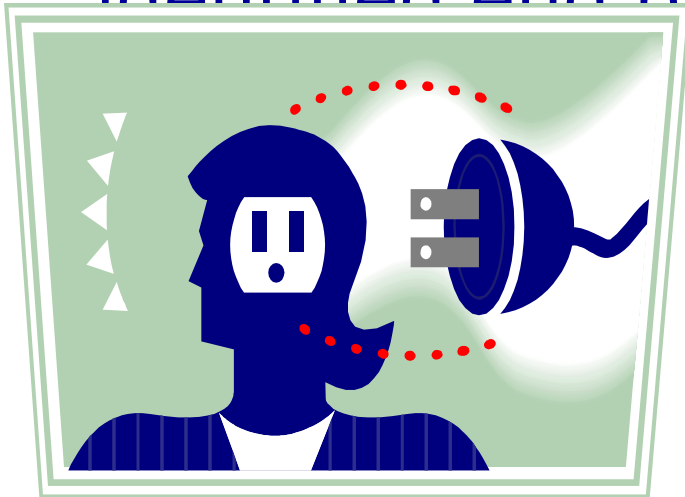
Trust

Issue Development Training



Issue Criteria

- Issue has broad impact and is within the purview of an Army command, HQDA or DoD to influence.
- Issue is attainable after considering current political and resource environment.
- Issue has a measurable objective with an identified end product.



- Issue does not duplicate an active HQDA AFAP issue or an issue that has been addressed in the past three years.

Title

What's it all about?



- Summarizes the issue.
- Is short -- but not so short that the content is not defined.
- Is not a sentence – and contains no verbs
- Doesn't place a “value” on the subject.

You don't have to write the title first!

Titles



"Limited/Low Quality TRICARE Authorized Providers"



"Leave Policy"



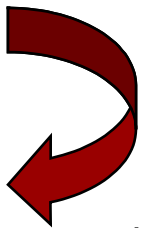
"Uniquely High Costs and Lack of Military Infrastructure in Miami"



"Stabilization between Deployments"



"Stabilization from Major Training Exercises After Deployment"

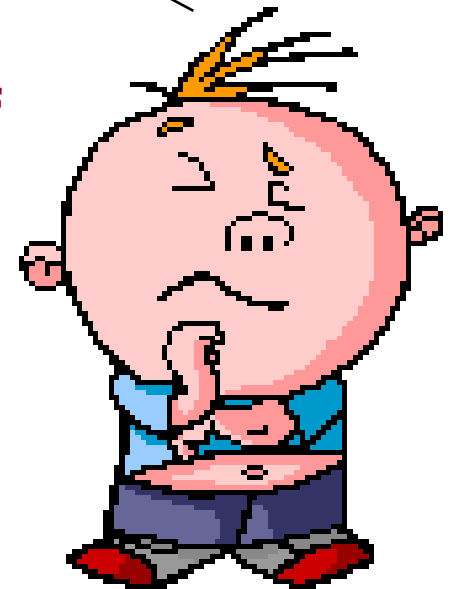


Scope

Hint:

At least **3** sentences:
what's the problem,
how & **who** it affects,
why it's a problem!

- A paragraph with at least 3 sentences:
 1. **Statement of the problem**
 2. **Validation -- facts or information**
 3. **Impact - why it's important**
- Is understandable to an outsider.
- Identifies one valid problem.
- Be sure your facts are correct!



• **Is NEVER one sentence long!**

Scope

“First Draft”

The Soldiers' and Sailors' Relief Act is limited to deferment of student loans and a reduction of debt interest rates to 6% but does not address monthly mortgage payments for mobilized Reservists and National Guardsmen. This causes extreme financial hardship, which effects the soldier, and in turn affects the mission.

Scope

“Final Version”

The Soldiers and Sailors Civil Relief Act does not address the disparity between mortgage payments and the Basic Allowance for Housing provided to the Reserve Component service member. Approximately one-third of mobilized RC service members suffer a significant decrease in compensation when they are mobilized. The loss of income impacts the service member's ability to meet monthly mortgage payment obligations.

Impact Sentence

(The last sentence in the Scope)

**I
M
P
A
C
T**

For an issue requesting information on retirement benefits) . . . The lack of such information negatively impacts retention.

For an issue asking for changes to Basic Housing Allowance). . . . As a result, soldiers have an increase in financial hardships, are living in inadequate housing, increasing their use of credit, requesting AER loans more often for essential living expenses and having difficulty meeting all their financial obligations.

End with Impact - don't Over-react!

Conference Recommendations

- Tell what you want – not how to make it happen
- Prioritize! Three (or fewer) recommendations
- Start with a strong, descriptive verb and end with a measurable end product.

“Whadda ya want?”



Explanations belong in the Scope.

Say what you want - with conviction!

Which column contains “strong action verbs”?

Create

Provide

Authorize

Mandate

Develop

Prepare

Publish

Require

Monitor

Encourage

Survey

Review

Seek

Consult

Coordinate

Explore

Recommendations

Tell what you want - not how, not why!



DoD should develop and promulgate a policy that provides protection from identity theft for all ID Card holders.



Relook barracks occupancy calculation.



Amend AR 600-8-10 to authorize the use of permissive TDY for fathers upon the birth of a child.



Increase the Clothing Replacement Allowance to include two pairs of running shoes per year for all enlisted Soldiers.



Authorize the Commander to award 7-15 days of non-chargeable leave to Soldiers deployed for a minimum of 6 consecutive months to be used during Rest and Relaxation (R&R) or within 120 days post-deployment.

Always think end product - what will be the result.

Conference Issue Paper

Title: Annual Vision Readiness Screening

Scope: The Army has a vision readiness problem. Current mission requirements mandate a higher standard of vision readiness. Mobilization delays exist due to soldiers not meeting vision readiness standards. Timely deployment and safety are compromised by the necessity of last minute vision testing and the delay in issuance of corrective eyewear.

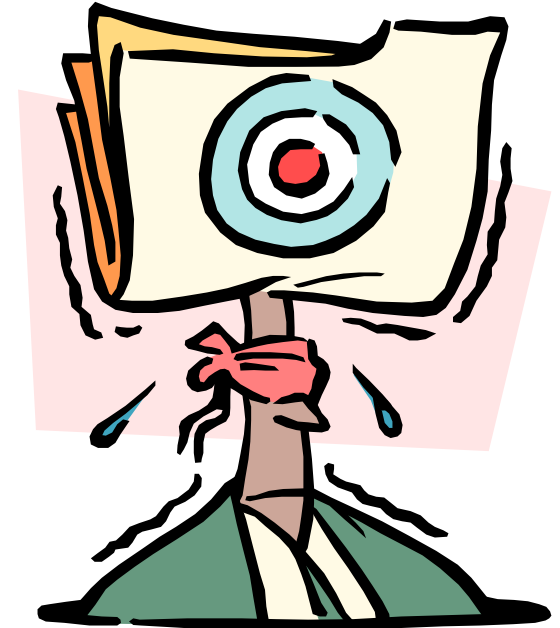
Recommendation:

1. Require annual vision readiness screening for all soldiers, active component/reserve component (AC/RC), and fund required follow-up exams.

Title

Scope

Recommendations



Your issue must be able to be understood by someone who was not in your workgroup

After every flight, Quantas pilots fill out a form which tells mechanics about problems on the aircraft. The mechanics read the reports, react to the problems identified, and document how they resolve the problems.

Problem: Noise under the instrument panel. Sounds like a midget pounding with a hammer.

Solution: Took hammer away from the midget.

Problem: Left inside rear tire almost needs replacement.

Solution: Almost replaced inside rear tire.

Problem: Evidence of leak on right main landing gear.

Solution: Evidence removed.

Problem: Something loose in the cockpit

Solution: Something tightened.



Questions?